GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA

UNSTARRED QUESTION NO:1660
ANSWERED ON:16.12.2013
COMPLAINTS AGAINST TOLL BOOTHS
Singh Shri Ratan

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) whether the Government has received any complaint against toll booths located on Bharatpur-Mahua and Agra- Bharatpur roads during the last three years and the current year;

(b) if so, the details thereof, year-wise; and

(c) the action taken by the Government thereon?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI SARVEY SATHYANARAYANA)

(a) Yes Madam,

(b)&(c) Number and nature of complaints during the last years and current year and action taken thereon are as under:-

Section	No. of Complaints 2010-11	2011-12	2012-13	2013-14
Agra - Bharatpur	2	4	3	8
Bharatpur - Mahua	11	19	25	21

Nature of Complaints and action taken thereof;

1. Misbehaviour by the employees − After verification, the concerned employees were warned/ removed from the duty. Agencies were directed to provide proper training to employees for good behaviour.

2. Bad condition of road - Action taken for immediate repair and maintenance of road.

3. Poor maintenance of Amenities like toilets etc. − Necessary directions were issued to the Concessionaires to maintain the amenities properly.

4. Delay in toll collection at the plaza/ closure of lanes - Agencies were asked to engage efficient staff so that there may not be any abnormal delay and to keep all lanes in operation all the time.

5. Shortage of change (coins) - Agencies/Concessionaires were asked to arrange sufficient change to avoid delay in clearing a vehicle.

6. Overcharging - Necessary action has been taken against the Agencies found indulged in overcharging by levying penalties/ termination of contract as per Contract Provisions.